

**AMERICAN EXPRESS CORPORATE SERVICES**  
**COMMERCIAL CARD PROGRAM ADMINISTRATOR NEWSLETTER**  
**JUNE 2004**

June 7, 2004

Whether your Cardmembers are on the road or in the office, you want to ensure they have access to services that will enable them to carry out their jobs more effectively. This month, I'm happy to share news of a new complimentary benefit for Corporate Platinum Cardmembers – Roadside Assistance – designed to provide peace of mind while traveling. In addition, if you are looking for opportunities to introduce convenient and time-saving tools into your organization, consider electronic statement delivery, a service available through Manage Your Card Account.

**New & Enhanced Corporate Platinum Card Benefits Deliver Added Convenience**

As your company's executives spend more time traveling for business, you can help provide them with peace of mind while on the road. To that end, American Express has enhanced its suite of complimentary Corporate Platinum Card® benefits. These benefits, which we will communicate to your Platinum Cardmembers later this month, include:

- Roadside Assistance<sup>^</sup>, which provides 24-hour access to reliable services such as tire replacement and towing. Beginning June 1, Cardmembers can access this benefit by calling the toll-free number on the back of their Card.
- Online access to the *SkyGuide® Flight Directory*. Beginning in July, Cardmembers can download handy travel planning information to PDAs by visiting [skyguidelonline.com](http://skyguidelonline.com) (using code SG060437). Please note the online directory will replace the current print version, which will be mailed to Cardmembers for the last time in July.

For more information on these benefits, or to upgrade employees to the Corporate Platinum Card please call 888-800-8564.

**Make the Most of Your Corporate Card Program**

Your company can benefit by using the Corporate Card to pay for everyday business purchases that you're already making, but paying for in other ways.

- Track and control everyday business purchases
- Pay invoices to extend float and improve cash flow
- Reduce check writing and streamline processes
- Contribute towards reducing or eliminating annual card fees

Be sure to tell your employees to begin using the Corporate Card today for everyday expenses such as office supplies, computer hardware/software, gas/oil, advertising, cellular phone service, professional associations, plus much more.

**Savings Opportunities**

**Save 10% on business gifts from Williams-Sonoma\*.**

From tools for cooking to fine china, gifts from Williams-Sonoma are a great way to reward your employees or to thank your clients.

Save 10% on all items in the Williams-Sonoma Preferred Gifts Online Brochure. To view the gift selections from our *Savings at Work*<sup>SM</sup> partner\*\*, log on to [americanexpress.com/savingsatwork40](http://americanexpress.com/savingsatwork40). To place an order, please call 1-888-922-4101 and mention source code 05218-00.

Log on to our web site to learn more about how you can save up to 25% on business expenses from some of the nation's other leading suppliers.

### **Turn off Paper & Switch on Convenience with Electronic Statements**

Online statement delivery can provide your Cardmembers with a convenient and secure way to view, reconcile, and pay expenses each month, and help your company establish a more efficient Card program management process. Beginning in mid-July, Corporate Card clients will have the option to discontinue paper statements for their Cardmembers and provide them with access to electronic statements ("e-statements") via Manage Your Card Account (MYCA). With e-statements your company can benefit from real-time automation of all account billing, reconciliation, and payment activities, which can translate to a decrease in the overall expense reporting cycle time and faster reimbursement of Cardmember expenses.

### **Paper Corporate Purchasing Cardmember Reports to be Discontinued**

Beginning in September, paper Corporate Purchasing Cardmember reports will be discontinued and delivered exclusively in electronic format through Manage Your Card Account (MYCA), providing your Cardmembers with convenient online access to view and reconcile charges. American Express will also communicate this news directly to your Cardmembers via an insert in their August Report, which will be their final paper Report. If your company wishes to continue receiving paper reports for Cardmembers, please send an e-mail with your request to [exceptionrequest@aexp.com](mailto:exceptionrequest@aexp.com) by August 13, 2004.

### **FREE ONLINE WORKSHOPS**

#### **Discover New Ways to Make Your Card Program Work for You**

Join us in June to learn time-saving tips and best practices, and to review the fundamentals of online program administration tools designed with your daily needs in mind. To register for an event, please visit: <http://placeware.viewcentral.com/reg/aexp/webevents1>:

**June 21**    Noon – 1:00pm EST    Manage Your Card Account & Standard Expense Report

If you have any questions, please contact an American Express representative at 1-888-800-8564. If your Cardmembers have questions, please refer them to the number on the back of their Card. I look forward to sharing more program information with you next month.

Sincerely,



Anré Williams  
Executive Vice President  
U.S. Commercial Card

^Services are provided as an emergency service and not a general maintenance type service. Emergency situations does not include: All parts, labor and supplies provided while at an auto repair shop or service station; Towing to another location unless the initial service location is closed; Service for taxicabs, tractors, boats, rental vehicles, ambulances, trucks or vehicles used for competition; unlicensed vehicles, illegally parked or impounded vehicles or any vehicles in tow; Rental and towing equipment; Towing at the direction of law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law or towing by other than a licensed service station or garage; Installation or removal of snow tires, repairs to studs, mounting and dismounting snow chains; Repeated service calls for a vehicle in need of routine maintenance or repair; Shoveling snow from around a vehicle; Vehicle storage or impoundment charges. Only one disablement for the same cause during any consecutive seven-day period will be allowed. Coverage provided for self-propelled, four wheel vehicles designed, licensed and used for private on-road transportation, and trucks with a carrying capacity of up to 2 tons. Limited to four services per year. Towing will be provided to the closest servicing station.

\* To receive savings, call 1-888-922-4101. The discount is only available on merchandise from the Williams-Sonoma Business Preferred Gift brochure, and cannot be combined with any other offer. The savings are not valid on Custom Kitchen Packages, gift certificates, taxes, shipping, gift-wrap or other surcharges. This offer is only valid in the U.S., and is subject to item availability. Other terms and conditions may apply. Participation and offer are subject to change without notice.

\*\* To receive the savings, all purchases made through the Savings at Work program must be charged to a qualifying American Express Corporate Card or Corporate Purchasing Card. To qualify, a company must be a mid-size client of American Express in good standing. Not all companies are eligible. American Express reserves the right to amend, alter or terminate the program in its sole discretion at any time without notice. Rates, discounts, and additional charges from partners are subject to change without notice. For additional terms and conditions from American Express and from Avis, Budget, Starwood, Staples, Dell, FedEx, AT&T Wireless and Conference Plus, please visit [www.americanexpress.com/savingsatwork40](http://www.americanexpress.com/savingsatwork40).